IMAC-QA Subcommittee
Meeting Agenda
Dane County Job Center
November 24, 2003
9:00am – 12:30pm

I. **Review meeting minutes from October meeting (attached)**

II. **Review (again) of draft Admin. Memo on QAP and customer service (attached)**

III. **New agenda item: Evaluation of Change Centers. Do they reduce error and workload and how can these be evaluated (Dane County data attached, run chart, bar chart and tables, error data for FY '02 and FY '03)**

IV. **Error Definition: APE or No.**

Minutes for this meeting to be taken by: ????

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